

No. 7 Feedback Policy and Procedure

1. Aims of feedback

For Us Too aims to provide high-quality services that meet your needs. We are always keen to hear suggestions for improving our service. If something is wrong, or needs to be improved, we want to hear about it. And if we've done something really well, we want to hear about that too. If you've got ideas to help us improve or expand our services, we'd like to hear about them too!

Often, the quickest and most effective way of giving us feedback, whether it be a complaint, compliment or comment, is to raise it directly with a member of staff. Taking action and giving us feedback while it's still fresh in your mind is often best. However, if this is not possible, or is not your preferred option, we have a procedure through which you can let us know your views.

We want to hear feedback from stakeholders, partners, volunteers, staff, our members and the public.

2. Complaints procedure

If you are unhappy about any For Us Too service, please speak directly to the For Us Too Head of Charity, setting out what the problem is and what you would like to happen to put it right.

If you would prefer to put your complaint in writing, you can use our feedback form (*see Annex 1*).

If you would rather not use the form, please put your complaint down in an email or a letter and be sure to include: your name, your address, the nature of the complaint, your suggestion for resolving the issue, and the date and location that the incident took place.

The For Us Too Head of Charity will respond to your complaint in writing or by email within 10 working days.

All complaints, whether raised informally or formally, will be logged. The Head of Charity will inform the Board of Trustees of all complaints received and outline steps for their resolution and / or improvement of services, at each Board meeting.

The Head of Charity will identify whether the complaint has arisen as the result of a lapse or failing in For Us Too's existing control methods and procedures. If this is found to be the case, measures will be taken to ensure that methods and procedures are improved.

If you are not satisfied with the response that you receive, please contact the Chair of Trustees directly, who will take the issue to the next Board meeting, at which Trustees will decide on any further steps that need to be taken to resolve the situation.

3. Compliments procedure

If you are really pleased with any For Us Too service, please speak directly to the For Us Too Head of Charity, setting out why you are pleased.

If you would prefer to put your compliment in writing, you can use our feedback form (*see Annex 1*).

If you would rather not use the form, please put your compliment down in an email or a letter and be sure to include: your name, your address, the nature of the compliment, the date and location that the event or good work took place.

All compliments, whether raised informally or formally, will be logged. The Head of Charity will inform the Board of Trustees of all compliments received and outline steps to build on our successes at each Board meeting.

Annex 1

For Us Too Feedback Form

Got a compliment, complaint or comment to make about any of For Us Too's events, information or services? Please fill out this form and let us know!

Your name:

Your address:

Your email:

Your phone number:

What do you want to tell us?

Date submitted:

***Please either email this form to For Us Too Head of Charity: manager@forustoo.org
Or post to: For Us Too Head of Charity, Green Banks, Westfield Road, Garlinge
Margate
Kent CT9 5PA***